

Disability Advisory Council Public Input meeting 8/25/2020

Areas of Concern:	Proposed Next Steps:
Aging parents being considered as caretakers or an automatic support to the individual affecting the individual's NAQ score.	The NAQ already takes into account the age and ability of the caregiver(s) and incorporates that information as part of the score.
Challenges communicating with wait list workers. Intake packet documents seemed to be ignored when forms were not complete; lack of adequate and timely follow-up from DSPD.	We are revising some of the language in the intake packet so that it is clear where you are in the process and at what point an individual is actually on the waiting list. This is to help with confusion about what documents need to be complete and to avoid confusion and gaps in time when DSPD is waiting for information before the individual is actually on the waiting list. These language changes will be reflected on the DSPD website as well.
It is confusing to receive the annual survey and update letter for those that have recently completed the update, only sending the letter to those that have not completed the update recently could cut the cost of printing/mailing.	The process for individuals and their families to complete the annual survey and update their NAQ, and other information has been modified to be done through a phone call instead of a mailed survey. This is to ensure that everyone is contacted and to limit confusion of when the survey needs to be completed, especially if it was done near the time a letter was received to remind everyone to complete the survey.
Dislike that individuals are removed from the waitlist for not responding to update their info and do the annual survey.	This is necessary as an accountability measure to ensure that those on the waiting list are an accurate reflection of those currently needing services in Utah. Having wait list workers complete updates by phone will hopefully reach more people they may not have responded to a mailed letter.
Don't feel an individual or family can be adequately assessed over the phone; recommend an in person visit. Feel intake/waitlist workers are impersonal.	Individuals and families will soon have the option of a virtual meeting instead of a phone call for any interaction with their wait list worker so that they can see each other

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	and provide any visual demonstration as part of their evaluation or other information. We will evaluate the use of virtual visits through the satisfaction survey already in place after talking with the intake or wait list workers.
Seeking respite or other in home services to remain independent and feel they will never get off of the waiting list to receive such services.	We will continue to pursue creative solutions, like the Limited Supports Waiver. We will continue to share more information about the waiver as it is available.